

**FEATURING BEST PRACTICES
OF STATE AGENCIES AND INSTITUTIONS OF THE
COMMONWEALTH OF VIRGINIA**

**Vital Records
Mail Processing Units
Correspondence Tracking System (CTS)**

**Virginia Department of Health
Office of Vital Records and Health Statistics
implemented this best practice
in spring 1996**

*Qualifying under the
Best Practices catalogue*

3 Provide Capabilities
31 Manage resources and capabilities
312 Deliver products and services to customers

**Best Practice Summary
(how it works, how you measure it)**

The Office of Vital Records receives 37,000 to 39,500 requests for a vital record annually. The Correspondence Tracking System (CTS) is an Oracle-based system that allows staff to enter the requestor's name and date received for a vital record. It contains other information, such as which unit the request was forwarded to, when it was mailed, along with the address and any comments about the request. The date and who filled the request is entered into the system. Any staff member with authority can access the information.

The supervisors of the units with staff using this system are able to view the contents to ensure that data is being entered for mail that has come in and has been mailed out. The supervisor of the Customer Service Unit has the ability to monitor calls the staff is handling.

Impact on the Process Organizational Performance (OUTCOMES)

This practice has eliminated looking through paper documents for the information and immediately provides the customer with the information concerning his request. This has saved staff time and telephone calls back to the customer.

Best Practice Qualification

Complaints from customers requesting information on the status of their request has dwindled to almost non-existent. Prior to implementing this system, complaints were received daily from customers that the Office of Vital Records and Health Statistics could not provide them with a response as to the status of their request.

For Additional Information

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